

Pipeline Replacement Projects (SAVE)

## Frequently Asked Questions



### What is SAVE?

Steps to Advance Virginia's Energy plan, or SAVE, is our company's natural gas infrastructure modernization plan. This program allows us to make necessary upgrades to our pipelines so we can enhance the safety, reliability and integrity of the natural gas distribution system. It is a multi-year plan approved by the Virginia State Corporation Commission.

### Why do you need to upgrade the pipeline system?

We need to upgrade the system in order to meet our obligation to provide clean, affordable and reliable natural gas service to our customers for years to come. The program was established to replace aging mains and services, which may have developed leaks or become damaged over time due to road projects or age. The older pipe will be replaced with new polyethylene plastic that is less expensive to maintain, more durable, and provides the community with reliable, safe, clean natural gas for years to come.

### What should I expect during the renewal project?

We will notify property owners and surrounding area residents of our work prior to the beginning of construction. A letter or door hanger will contain specific neighborhood information, project dates, contact information for the contractors working in your neighborhood, as well as a number to contact Virginia Natural Gas. Work will primarily be performed during the day, Monday through Saturday. Although we will move as quickly as possible, several factors, such as weather and ease of access to work areas, will determine how long it will take to complete the work.

### What will Virginia Natural Gas do to minimize the impact on my neighborhood?

As stewards of the environment, we take great care in implementing the best construction practices to protect trees and plants in your neighborhood. We will complete yard cleanup as the project progresses, and perform final cleanup at completion of the project restore the area to its pre-construction condition.

To minimize traffic disruptions, Virginia Natural Gas will be using a technique called directional boring, when feasible, under roadways. Underground directional boring avoids the need for open trenches across roads and other surfaces. However, we may need to temporarily close some streets in some locations during construction. If that is the case, we'll work with the local officials and provide you advance notice.

### Will my natural gas service be interrupted during construction?

No, existing natural gas service to homes and businesses will not be interrupted during construction. However, your service will be interrupted for a short period near the completion of the project.

If you have questions about project work in your neighborhood, please visit [virginianaturalgas.com/neighborhood](http://virginianaturalgas.com/neighborhood) and call the project contact listed on the corresponding fact sheet, or call our Work in Your Neighborhood Helpline at 757.616.7565.